

From: aaron@urbanplaceconsulting.com
Subject: [FWD: Fig Cord BID Service Concerns]
Date: September 20, 2016 at 12:38 PM
To: Alex.Palacios@securitasinc.com



Hey,

Please check into the hotline # concern.
Randall is saying voicemail is full and dispatch also didn't answer at 9:45am this morning.

Btw, looks like he is also an employee of DTLA Motors now.

I'll talk to Dale about the sidewalk mention.

Thanks.

Aaron Aulenta
Urban Place Consulting Group
aaron@urbanplaceconsulting.com

----- Original Message -----

Subject: Fig Cord BID Service Concerns

From: [REDACTED]

Date: Tue, September 20, 2016 12:25 pm

To: "'Steve@urbanplaceconsulting.com'" <Steve@urbanplaceconsulting.com>, "'info@figueroacorridor.org'" <info@figueroacorridor.org>

Cc: [REDACTED]

Hi Steve,

Over past several weeks.. Store managers have either called or attempted to call for service related concerns, the most recent this morning at 9:45 (we had a homeless disturbance in the MB parking lot).

When the manager called.. went to Voice mail.. which was full?? We have had the similar issues recently.. called for service; no answer, did not see personnel or they did not check in with caller related to call for service.

Also.. can we get the area of the sidewalk on the south/west corner of Figueroa & Washington cleaned please.. been unattended for over a week at this point and dirty.

Please advise and confirm service deployment hours.

Thank you.

[REDACTED]
[REDACTED]
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